

Rotary Residential and Care Centres Housing Support Service

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Type of inspection:
Unannounced

Completed on:
20 August 2026

Service provided by:
Rotary Residential And Care Centres

Service provider number:
SP2003000179

Service no:
CS2003053962

About the service

Rotary Residential and Care Centres provides care at home and housing support for two adults with disabilities living in their own tenancies in the south of Glasgow.

People receive 24-hour support tailored to their needs, including personal care, support with domestic tasks, eating and drinking, and accessing their local community.

The manager is based at the provider's office nearby.

About the inspection

This was an unannounced inspection which took place on 10 August 2026 between 09:45 and 16:30. One inspector completed the inspection. To prepare, we reviewed information about the service. This included previous inspection findings, registration and complaints information and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights.

We knew this because we:

- spent time with the two people using the service
- received feedback from their two relatives, and three staff and management
- observed practice
- sampled relevant documents.

Key messages

Legal assurances:

We found that the service operated legally and met its conditions of registration. The service maintained appropriate insurance arrangements and had policies and procedures in place to support the safe delivery of care and support. This helped people receive support from a service that was accountable and operated within its legal responsibilities.

Wellbeing:

The service had an Adult Support and Protection (ASP) policy in place, and staff understood how to recognise and respond to concerns about harm. The records we reviewed showed that leaders worked with relevant professionals when concerns arose. This helped people remain safe and protected from harm.

The service followed effective infection prevention and control measures. Staff completed relevant training and staff maintained appropriate cleaning schedules. This helped reduce the risk of infection and supported people's health and wellbeing.

People received support with their medication in a safe and consistent way. Medication administration records were accurate; medicines were stored safely in people's rooms and regular audits identified issues quickly. Staff demonstrated a good understanding of people's medication needs, helping people receive their medicines as intended.

The service supported people to manage their finances safely. We found effective financial management arrangements that helped ensure people's money was safeguarded and used for their benefit. People used their money to enjoy holidays, activities and interests that were important to them, supporting positive outcomes. We identified opportunities to build on this through better-informed financial planning for people where the service managed finances on their behalf. This would help ensure care planning was informed by a clear understanding of people's financial circumstances, enabling meaningful discussions about how their money could be used to achieve the outcomes and experiences that mattered to them.

Leadership:

People, relatives and staff described the service as well led. Relatives told us communication was good, leaders responded appropriately to concerns and the care provided supported their loved ones to live full lives.

Leaders maintained a range of quality assurance systems, including audits, reviews and an improvement plan. We discussed ensuring audit findings were consistently linked to clear actions and timescales to demonstrate improvement over time.

Records showed that staff responded appropriately to concerns, updated support plans when people's needs changed and involved relevant professionals where needed. The service also reviewed accidents and incidents and monitored people's wellbeing. This helped ensure people continued to receive safe and responsive support that reflected their changing needs.

Staffing:

People benefited from support provided by a caring and committed staff team who knew them well. During our visit, we observed warm and respectful interactions and saw staff supporting people in a way that promoted dignity, choice and independence. People appeared relaxed, happy and comfortable in the presence of staff.

Staff spoke positively about working for the organisation and told us they felt supported by leaders. Training and development opportunities helped staff maintain the skills and knowledge needed to support people effectively. Flexible staffing arrangements helped people attend appointments, take part in activities and access opportunities within their community.

Planned care and support:

People experienced care and support that reflected their needs, preferences and personal outcomes. One person told us their support was "top class" and spoke positively about the relationships they had developed through the service. Both people we met appeared happy with the care they received and were supported to make choices about their daily lives.

We observed positive interactions between supported people and staff. Staff knew people well and demonstrated a good understanding of their communication methods, routines and preferences.

Personal plans, reviews and risk assessments were detailed and reflected people's assessed needs. Records showed that relatives and health professionals were involved appropriately and that staff responded when people's needs changed. This helped people achieve positive outcomes and receive consistent, person-centred support.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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